



FortiManager - Upgrade Guide

Version 6.4.3

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FortiManager 6.4.3 Upgrade Guide

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Change Log

Date	Change Description
2020-10-22	Initial release of 6.4.3.
2020-11-18	Updated Backing up configuration files and databases on page 16 .
2020-12-01	Updated FortiManager VM firmware images on page 9 .

Introduction

This document describes how to upgrade FortiManager to 6.4.3. This guide is intended to supplement the *FortiManager Release Notes*, and it includes the following sections:

- [Preparing to Upgrade FortiManager on page 6](#)
- [Upgrading FortiManager on page 18](#)
- [Verifying FortiManager Upgrade Success on page 23](#)
- [FortiManager Firmware Upgrade Paths and Supported Models on page 25](#)



Firmware best practice: Stay current on patch releases for your current major release. Only upgrade to a new major release or version when you are looking for specific functionality in the new major release or version. For more information, see the *FortiManager Release Notes* on the Fortinet Document Library (<https://docs.fortinet.com/>), or contact Fortinet Customer Service & Support (<https://support.fortinet.com/>).

Upgrade FortiManager before upgrading FortiOS, and be sure to maintain release version compatibility at all times.

Preparing to Upgrade FortiManager

We recommend performing the following tasks to prepare for a successful upgrade of a FortiManager unit. Following is a summary of the preparation tasks and a link to the details for each task.

To prepare for upgrading FortiManager (summary):

1. If necessary, upgrade all ADOMs to version 6.0 or higher.
FortiManager 6.4.0 and higher supports ADOM versions 6.0, 6.2, or 6.4. See [Upgrading ADOMs on page 6](#).
2. Download release notes, firmware images, and SNMP MIB files. See [Downloading files from Customer Service & Support on page 7](#).
3. Review release notes. See [Reviewing FortiManager 6.4.3 Release Notes on page 9](#).
4. Plan when to perform the upgrade. See [Planning when to upgrade on page 9](#).
5. Install pending configuration files. See [Installing pending configurations on page 10](#).
6. Review the status of managed devices. See [Reviewing status of managed devices on page 10](#).
7. Check the status of FortiManager databases. See [Checking FortiManager databases on page 12](#).
8. Review FortiManager System Settings pane. See [Reviewing FortiManager System Settings on page 15](#).
9. Back up configuration files and databases. See [Backing up configuration files and databases on page 16](#).
10. Clone VM instances. See [Creating a snapshot of VM instances on page 17](#).

Upgrading ADOMs

If you have ADOMs that are earlier than version 6.0, upgrade these ADOMs to a supported version. Supported ADOM versions are 6.0, 6.2, and 6.4.

To upgrade ADOM version:

1. In the older version ADOM, upgrade one of the FortiGate units to FortiOS 6.0 or later, and then resynchronize the device.
All the ADOM objects, including Policy Packages, remain as 5.6 objects.
2. Upgrade the rest of the FortiGate units in the older version ADOMs to FortiOS 6.0 or later.
3. Upgrade the ADOM to version 6.0 or later.
 - a. Ensure that you are logged into FortiManager as a super user administrator.
 - b. Go to *System Settings > All ADOMs*.
 - c. Right-click an ADOM and select *Upgrade*.
 - d. Click *OK* in the confirmation dialog box to upgrade the ADOM.
If all the devices in the ADOM are not already upgraded, the upgrade is aborted and an error message is displayed. Upgrade the remaining devices in the ADOM and then upgrade the ADOM again.
All the database objects are converted to the new version's format and the GUI content for the ADOM changes to reflect the new version's features and behavior.
For more information, see the *FortiManager Administration Guide*.

Downloading files from Customer Service & Support

You can download release notes and firmware images from the Fortinet Customer Service & Support portal at <https://support.fortinet.com>. If you are using SNMP to monitor equipment, you can also download MIB files from the Fortinet Customer Service & Support portal.

This section contains the following topics:

- [Downloading release notes and firmware images on page 7](#)
- [Downloading MIB files for SNMP on page 8](#)
- [FortiManager firmware images on page 9](#)
- [FortiManager VM firmware images on page 9](#)
- [Build numbers on page 9](#)

Downloading release notes and firmware images

Release notes are available for download from the Fortinet Customer Service & Support portal (<https://support.fortinet.com/>).

Firmware images can be downloaded from the following locations:

- FortiGuard: From FortiManager GUI, you can view the recommended firmware upgrade path, download the firmware from FortiGuard, and upgrade the firmware.
- [Fortinet Customer Service & Support](#) portal: Firmware images are organized by firmware version, major release, and patch release. You can download the firmware image, and then upload the firmware image to FortiManager GUI.

This section describes how to download firmware images from the Fortinet Customer Service & Support portal. For information about downloading firmware images from FortiGuard, see [Upgrading FortiManager Firmware on page 18](#).

For information about the naming convention of firmware images and VM firmware images, see [FortiManager firmware images on page 9](#), [FortiManager VM firmware images on page 9](#), and [Build numbers on page 9](#).



We recommend running an MD5 checksum on the firmware image file.

To download release notes and firmware images for hardware:

1. Log in to the Fortinet Customer Service & Support portal at <https://support.fortinet.com>.
2. Go to *Download > Firmware Images*.
3. In the *Select Product* dropdown list, select *FortiManager*.
4. Download the release notes for the 6.4.3 build:
 - a. On the *Release Notes* tab, click the *6.4.3 Build <number>* link.
The Document Library is displayed.
 - b. Download the release notes.
5. Download the firmware image:

- a. Return to the Fortinet Customer Service & Support portal, and click the *Download* tab.
- b. Go to the *v6.00 > 6.4 > 6.4.3* folder, and locate the firmware image for your device or VM.
- c. Download the firmware image by clicking the *HTTPS* link.
An HTTPS connection is used to download the firmware image.
- d. Click the *Checksum* link for the image that you downloaded.
The image file name and checksum code are displayed in the *Get Checksum Code* dialog box.
- e. Confirm that the checksum of the downloaded image file matches the checksum provided on the download site.

To download firmware images for VM environments:

1. Log in to the Fortinet Customer Service & Support portal at <https://support.fortinet.com>.
2. Go to *Download > VM Images*.
3. In the *Select Product* dropdown list, select *FortiManager*.
4. In the *Select Platform* list, select the platform.
5. Click the version.
The firmware images for the selected product, platform, and version are displayed in the content pane.
6. Click *Download* for the *.out* file.
The firmware image is downloaded to your computer.

Downloading MIB files for SNMP



If you are not using SNMP to monitor equipment, you can skip this procedure.

If you are using SNMP to monitor equipment, download the following MIB file from the [Fortinet Customer Service & Support](#) portal:

- *FORTINET-FORTIMANAGER-FORTIANALYZER-MIB.mib*, which is used with both FortiManager and FortiAnalyzer

To download SNMP MIB files:

1. Log in to the Fortinet Customer Service & Support portal at <https://support.fortinet.com>.
2. Go to *Download > Firmware Images*.
3. In the *Select Product* dropdown list, select *FortiManager*.
4. Download the MIB file for the FortiManager 6.4.3 release:
 - a. On the *Download* tab, go to the *v6.00 > 6.4 > 6.4.3 > MIB* folder.
 - b. Download the MIB file by clicking the *HTTPS* link.
An HTTPS connection is used to download the file.

FortiManager firmware images

The firmware images in the folders follow a specific naming convention, and each firmware image is specific to the device model or VM.

For example, the `FMG_1000D-v6-build2201-FORTINET.out` image found in the `/FortiManager/v6.00/6.4/6.4.0/` folder is specific to the FortiManager 1000D device model.

FortiManager VM firmware images

Fortinet provides FortiManager VM firmware images for a number of virtualization environments.

Firmware images follow a specific naming convention, and each firmware image is specific to the VM environment. All firmware images for VM upgrades have filenames that end with `.out`.

For example, the `FMG_VM64_HV-v6-build2201-FORTINET.out` image is specific to upgrade for the Hyper-V platform.



For more information, see the [FortiManager data sheet](https://www.fortinet.com/products/management/fortimanager.html) at <https://www.fortinet.com/products/management/fortimanager.html>.
VM installation guides are available in the [Fortinet Document Library](#).

Build numbers

Firmware images are generally documented as build numbers. New models may be released from a branch of the regular firmware release. As such, the build number found in the *System Settings > Dashboard > System Information* widget and the output from the `get system status` CLI command displays this four-digit build number as the build number.

To confirm that you are running the proper build, the output from the `get system status` CLI command has a `Branch Point` field that displays the regular build number.

Ensure that FortiManager 6.4.3 can run on your FortiManager model. See [FortiManager Firmware Upgrade Paths and Supported Models on page 25](#).

Reviewing FortiManager 6.4.3 Release Notes

After you download the release notes for FortiManager 6.4.3, review the special notices, upgrade information, product integration and support, resolved issues, and known issues.

Planning when to upgrade

Plan a maintenance window to complete the firmware upgrade. If possible, you may want to set up a test environment to ensure that the upgrade does not negatively impact your network or managed devices.

Installing pending configurations

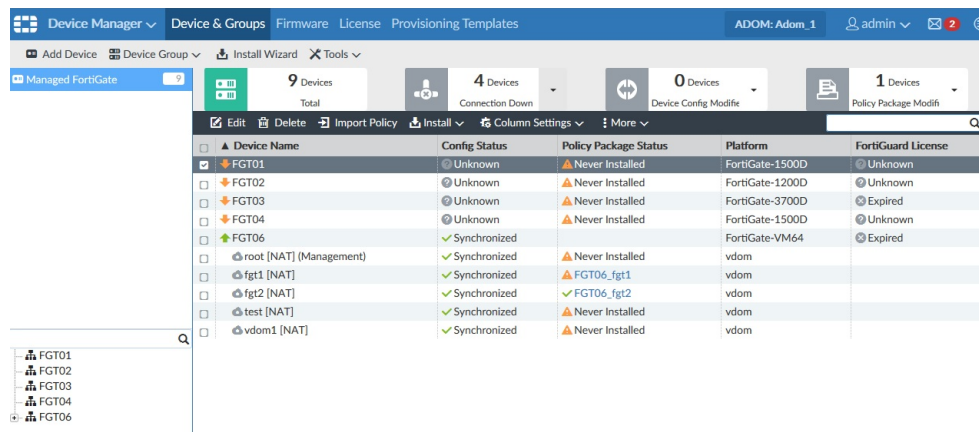
Prepare your device for upgrade by installing any pending configurations, and ensure that your managed devices are running the appropriate firmware versions as documented in the firmware Release Notes.

Reviewing status of managed devices

Before starting an upgrade, use the *Device Manager* pane to review the status of all managed devices to ensure they have a status of *In Sync*.

Either correct devices without an *In Sync* status or make note of them prior to starting the upgrade.

Following is an example of the *Device Manager* pane:



Device Name	Config Status	Policy Package Status	Platform	FortiGuard License
FGT01	Unknown	Never Installed	FortiGate-1500D	Unknown
FGT02	Unknown	Never Installed	FortiGate-1200D	Unknown
FGT03	Unknown	Never Installed	FortiGate-3700D	Expired
FGT04	Unknown	Never Installed	FortiGate-1500D	Unknown
FGT06	Synchronized		FortiGate-VM64	Expired
root [NAT] (Management)	Synchronized	Never Installed	vdom	
fgt1 [NAT]	Synchronized	FGT06_fgt1	vdom	
fgt2 [NAT]	Synchronized	FGT06_fgt2	vdom	
test [NAT]	Synchronized	Never Installed	vdom	
vdom1 [NAT]	Synchronized	Never Installed	vdom	

Also, you can use the following CLI commands to gather detailed properties of managed devices, device groups, or ADOMs. The example output that follows highlights the important properties and attributes.

- `diagnose dvm adom list`
- `diagnose dvm device list`
- `diagnose dvm group list`

This section contains the following topics:

- [CLI example of diagnose dvm adom list on page 10](#)
- [CLI example of diagnose dvm device list on page 11](#)
- [CLI example of diagnose dvm group list on page 11](#)

CLI example of diagnose dvm adom list

Following is an example of the CLI output for the `diagnose dvm adom list` command:

```
# diagnose dvm adom list
There are currently 26 ADOMs:
OID STATE PRODUCT OSVER MR NAME MODE VPN MANAGEMENT IPS
...
...
```

```

239 enabled FOS 5.0 4 54-ADOM Normal Policy & Device VPNs 10.00032 (regular)
141 enabled FOS 5.0 4 54-VPN Normal Central VPN Console 6.00741 (regular)
...
...
---End ADOM list---

```

The following properties should be the same before and after the upgrade:

- Total number of ADOMs.
- Name of each ADOM.
- VPN management mode. There are two VPN management modes: Policy & Device VPNs or Central VPN Console.

CLI example of diagnose dvm device list

Following is an example of the CLI output for the `diagnose dvm device list` command:

```

# diagnose dvm device list
--- There are currently 16 devices/vdoms managed ---
TYPE          OID SN          HA IP          NAME      ADOM      IPS
...
...
fmg/faz enabled 448 FGVM020000058807 - 10.3.121.82 FGVM82 54-VPN 6.00741 (regular)
|- STATUS: db: modified; conf: in sync; cond: OK; dm: retrieved; conn: up
|- vdom:[3]root flags:0 adom:54-VPN pkg:[modified]pp_vpn_v1
fmg/faz enabled 317 FGVM02Q105060033 - 10.3.121.92 FGVM92 54-ADOM 6.00741 (regular)
|- STATUS: db: not modified; conf: out of sync; cond: unknown; dm: autoupdated; conn: down
|- vdom:[3]root flags:1 adom:54-ADOM pkg:[unknown]VM92_root
...
...
--- End device list ---

```

This command shows the total number of devices or VDOMs, the configuration status of devices and policy packages, and the connection status. The number of managed devices or VDOMs should be the same before and after the upgrade.

- If the device configuration or policy package status (db) is modified, we recommend installing the changes before upgrading.
- The policy package status (pkg) shows if there is any pending package change on a policy package that has been linked to a device or VDOM. This status can be modified, never-installed, or unknown.
- The connection status (conn) is either up or down.

CLI example of diagnose dvm group list

Following is an example of the CLI output for the `diagnose dvm group list` command:

```

FMG-v54 # diagnose dvm group list
There are 2 groups:
OID  NAME      ADOM
277  FGT_Group1  54-VPN
+DEVICE oid=162 name=FGTVM93
278  FGT_Group2  54-VPN
+DEVICE oid=265 name=FGTVM94
---End group list---

```

The number of groups and their members should be the same before and after the upgrade.

Checking FortiManager databases

Before upgrading, it is recommended that you check the integrity of FortiManager databases using the following CLI commands. If you find any errors, you can fix the errors before the upgrade.

- If you need to fix database errors, back up before making any changes. See [Backing up configuration files and databases on page 16](#).
- Before running integrity check commands, ensure only one admin is logged in and no objects are locked.
- If workspace mode is enabled, you must unlock all ADOMs before running any integrity commands. For information on workspace mode, see the *FortiManager Administration Guide*.

diagnose pm2 check-integrity all

Check the integrity of the Policy Manager database by using the following command:

```
diagnose pm2 check-integrity all.
```



The `diagnose pm2 check-integrity all` command only detects errors. It cannot correct errors. If any errors are found, the only option is to restore from the last good backup before upgrading.

Example 1 with error:

```
FMG-VM64 # diagnose pm2 check-integrity all
--- pragma integrity_check adom db ---
Error: database disk image is malformed
pragma integrity_check fails: /var/pm2/adom153
>>> total: 10 failed: 1
```

Example 2 without error:

```
FMG-VM64 # diagnose pm2 check-integrity all
--- pragma integrity_check adom db ---
--- total: 15 ok.
--- pragma integrity_check device db ---
--- total: 1 ok.
--- pragma integrity_check global db ---
--- total: 2 ok.
--- pragma integrity_check ips db ---
--- total: 3 ok.
--- pragma integrity_check task db ---
--- total: 1 ok.
--- pragma integrity_check ncldb db ---
--- total: 18 ok.
```

diagnose dvm check-integrity

Check the integrity of the Device Manager database by using the following command:

```
diagnose dvm check-integrity.
```

Example 1 with error:

```
FMG-VM64 # diagnose dvm check-integrity
[1/8] Checking object memberships ... correct
[2/8] Checking device nodes ... 0 change(s) will be made (263 error(s))
[3/8] Checking device vdoms ...
...
The above changes will be made to the database, however it is recommended to perform a backup
first.
Do you want to continue? (y/n)
```

Example 2 without error:

```
FMG-VM64 # diagnose dvm check-integrity
[1/8] Checking object memberships ... correct
[2/8] Checking device nodes ... correct
[3/8] Checking device vdoms ... correct
[4/8] Checking duplicate device vdoms ... correct
[5/8] Checking device ADOM memberships ... correct
[6/8] Checking groups ... correct
[7/8] Checking group membership ... correct
[8/8] Checking task database ... correct
```

diagnose cdb check adom-integrity

Check the integrity of ADOM configurations in the database by using the following command:

```
diagnose cdb check adom-integrity.
```



This command does not work on version 5.4.3 or versions earlier than 5.2.11.

Example 1 with error:

```
FMG-VM64 # diagnose cdb check adom-integrity
General updating - adom FWF_LAB ... ..100% Ready to update
General updating - adom FWF_Root ... ..100% Ready to update
General updating - adom root ... ..100% An error has occurred: (errno=33):duplicate
If the update check returns an error, please contact Fortinet Support for assistance.
```

Example 2 without error:

```
FMG-VM64 # diagnose cdb check adom-integrity
General updating - adom FWF_Root ... .....90%..100% Ready to update
General updating - adom FWF_ADOM_50 ... .....90%..100% Ready to update
General updating - adom FWF_ADOM_52 ... .....90%..100% % Ready to update
General updating - adom root ... ...100% Ready to update
```

diagnose cdb check policy-packages

Check the integrity of the policy packages by using the following command:

```
diagnose cdb check policy-packages.
```

Example 1 with error:

```
FMG-VM64 # diagnose cdb check policy-packages
Adom VPNConsole
  [1/4] Checking Scope ... correct
  [2/4] Checking Dynamic mappings ... 2 change(s) will be made
  [3/4] Checking Policy package settings ... correct
  [4/4] Checking Undeleted objs ... correct
Adom root
  [1/4] Checking Scope ... correct
  [2/4] Checking Dynamic mappings ... correct
  [3/4] Checking Policy package settings ... correct
  [4/4] Checking Undeleted objs ... correct
The above change(s) will be made to the database, however it is recommended to perform a
  backup first.
Do you want to continue? (y/n)
```

Example 2 without error:

```
FMG-VM64 # diagnose cdb check policy-packages
Adom FG54
  [1/4] Checking Scope ... correct
  [2/4] Checking Dynamic mappings ... correct
  [3/4] Checking Policy package settings ... correct
  [4/4] Checking Undeleted objs ... correct
Adom root
  [1/4] Checking Scope ... correct
  [2/4] Checking Dynamic mappings ... correct
  [3/4] Checking Policy package settings ... correct
  [4/4] Checking Undeleted objs ... correct
```

diagnose cdb upgrade check +all

Check the integrity of object configuration database, reference table, ADOM database, DVM database, and invalid policy package and template installation targets by using the following command:

```
diag cdb upgrade check +all
```



This command does not work on version 5.6.0 or earlier.

Example

```
FMG-VM64 # diag cdb upgrade check +all
Checking: Object config database integrity
No error found.
```

Checking: Reference table integrity
No error found.

Checking: Repair invalid object sequence
No error found.

Checking: Reassign duplicated uuid in ADOM database
No error found.

Checking: Resync and add any missing vdoms from device database to DVM database
No error found.

Checking: Invalid policy package and template install target
No error found.

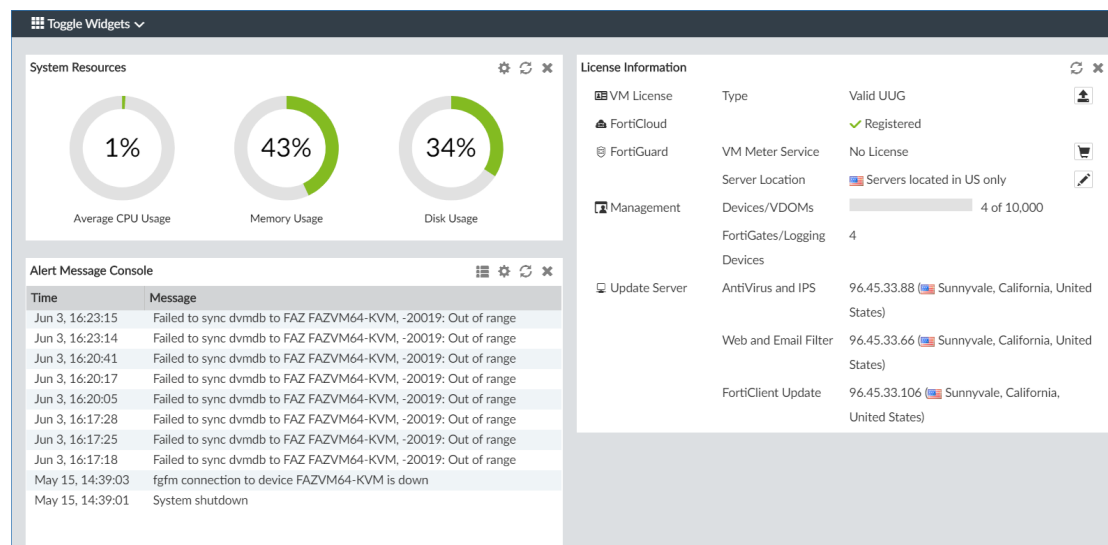
Reviewing FortiManager System Settings

Before starting an upgrade, go to *System Settings* to review the following widgets:

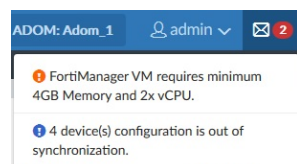
- License Information widget
- System Resources widget to check for high memory and CPU usage

It is also recommended to check the Alert Message Console and the list of notifications.

Following is an example of the *System Settings Dashboard* with the *License Information* and *System Resources* widgets:



Following is an example of the Notification list:



Backing up configuration files and databases

Back up the FortiManager configuration file and databases.

It is recommended that you create a system backup file and save this configuration to your local computer. The device configuration file is saved with a `.dat` extension.

It is also recommended that you verify the integrity of your backup file.



When the database is larger than 2.8 GB, back up the configuration file to an FTP, SFTP, or SCP server using the following CLI command:

```
execute backup all-settings {ftp | sftp} <ip> <path/filename of server>
<username on server> <password> <crptpasswd>
execute backup all-settings scp <ip> <path/filename of server> <SSH
certificate> <crptpasswd>
```

For more information, see the *FortiManager CLI Reference*.

To back up your system configuration:

1. Go to *System Settings > Dashboard*.
2. In the *System Information* widget, locate *System Configuration* and click *Backup*. The *Backup System* dialog appears.
3. You may enable *Encryption* for added security, or deselect the checkbox so that the backup is not encrypted.
4. Click *OK* and save the backup file on your local computer.

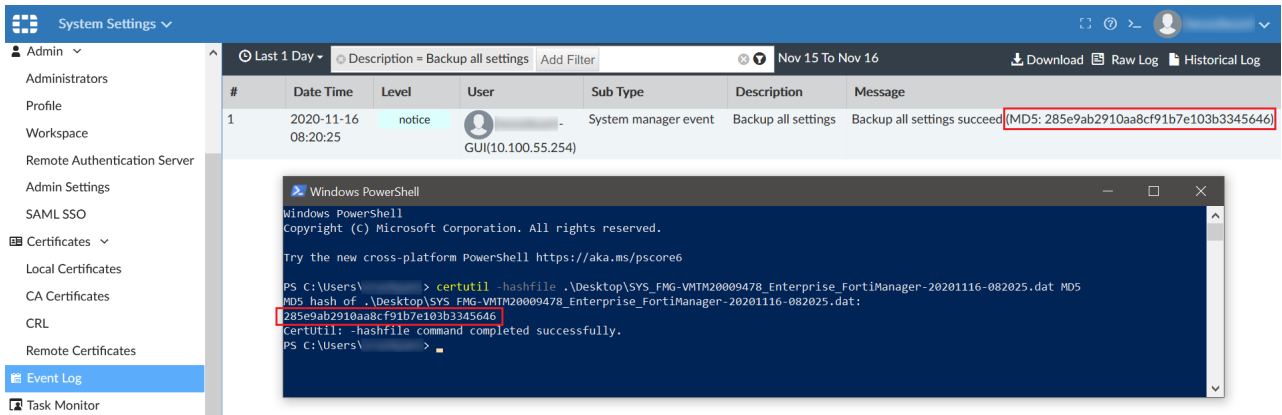


If you encrypt the backup file, you must use the same password to restore this backup file.

To verify the integrity of a backup file:

1. Back up your system configuration and save the backup file on your local computer.
2. Go to *System Settings > Event Log*.
3. Locate the system event that was logged as a result of the backup operation from the *Event Log* table. You may use the *Add Filter* button from the toolbar above to simplify locating the logged event entry.
4. Verify the MD5 checksum from the *Message* column of the logged event entry, and compare it to the MD5

checksum of the backed up file from your local computer.



The screenshot shows the FortiManager System Settings interface. On the left, the 'Event Log' is selected. The main pane displays a table of events. The first event is a 'notice' level event from 'GUI(10.100.55.254)' at '2020-11-16 08:20:25', with the description 'Backup all settings' and message 'Backup all settings succeed'. The MD5 hash '285e9ab2910aa8cf91b7e103b3345646' is highlighted in red. Below the table, a Windows PowerShell terminal window is open, showing the command 'certutil -hashfile .\Desktop\SYS_FMG-VMTM20009478_Enterprise_FortiManager-20201116-082025.dat MD5' and its output, which matches the MD5 hash from the event log.

#	Date Time	Level	User	Sub Type	Description	Message
1	2020-11-16 08:20:25	notice	GUI(10.100.55.254)	System manager event	Backup all settings	Backup all settings succeed (MD5: 285e9ab2910aa8cf91b7e103b3345646)

```

Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/pscore6

PS C:\Users\ > certutil -hashfile .\Desktop\SYS_FMG-VMTM20009478_Enterprise_FortiManager-20201116-082025.dat MD5
MD5 hash of .\Desktop\SYS_FMG-VMTM20009478_Enterprise_FortiManager-20201116-082025.dat:
285e9ab2910aa8cf91b7e103b3345646
certutil: -hashfile command completed successfully.
PS C:\Users\ >
    
```

If the checksums match, then the backup process was successful.

Creating a snapshot of VM instances

In VM environments, it is recommended to stop the VM instance and take a snapshot or clone of the VM instance before the upgrade. If there are issues with the upgrade, you can revert to the VM snapshot or clone.



Avoid taking snapshots when applications in the virtual machine are communicating with other computers.

Before upgrading a FortiManager VM, upgrade your VM server to the latest stable update and patch release offered by the VM host server provider.

Upgrading FortiManager

You can upgrade FortiManager 6.2.0 or later to FortiManager 6.4.3.

For other upgrade paths, see [FortiManager Firmware Upgrade Paths and Supported Models](#) on page 25.

For information about FortiManager support for FortiOS, see the FortiManager Compatibility chart in the Document Library at <https://docs.fortinet.com/product/fortimanager/6.4>.

This section contains the following topics:

- [Upgrading FortiManager Firmware](#) on page 18
- [Upgrading the firmware for an operating cluster](#) on page 20
- [Checking FortiManager log output](#) on page 20
- [Checking FortiManager events](#) on page 21
- [Downgrading to previous firmware versions](#) on page 22



When upgrading firmware, all ADOMs (and Policy Package Versions, if ADOMs are disabled) remain at the same version after the upgrade. For information about upgrading ADOMs, see the *FortiManager Administration Guide*.



Upgrading the device firmware can trigger an SQL database rebuild. During the database rebuild, new logs are inserted into the database and can be viewed, but existing logs are not available until the rebuild is complete. The time required to rebuild the database depends on the size of the database. You can use the `diagnose sql status rebuild-db` command to display the SQL log database rebuild status.

Upgrading FortiManager Firmware

This section describes how to upgrade FortiManager firmware. You can use the following methods to upgrade firmware:

- From the FortiManager GUI, download the firmware from FortiGuard and upgrade the unit.
- From the FortiManager GUI, upload the firmware that you previously downloaded from the Customer Service & Support portal.



Fortinet recommends uploading firmware to FortiManager by using a server that is in the same location as the FortiManager. This helps avoid timeouts.

To upgrade firmware using FortiGuard:

1. In *System Settings > Advanced > Advanced Settings*, enable *Offline Mode*.
Offline mode stops automatic firmware updates during the upgrade.
2. Go to *System Settings > Dashboard*.

3. In the *System Information* widget, go to the *Firmware Version* field, and click the *Upgrade Firmware* icon.

4. In the *FortiGuard Firmware* list, select the version of FortiManager for upgrade, and click *OK*.
The *FortiGuard Firmware* box displays all FortiManager firmware images available for upgrade. A green checkmark displays beside the recommended image for FortiManager upgrade.
If you select an image without a green checkmark, a confirmation dialog box is displayed. Click *OK* to continue.
FortiManager downloads the firmware image from FortiGuard.

Index	Name	Status	Time Used	History

FortiManager uses the downloaded image to update its firmware, and then restarts.

It is recommended to view the console log output during upgrade. See [Checking FortiManager log output on page 20](#).

5. When the login window displays, log into FortiManager.



When the upgrade completes, you might have to refresh your web browser to see the login window.

6. In *System Settings > Advanced > Advanced Settings*, disable *Offline Mode*.
7. Review the *System Settings > Event Log* for any additional errors. See [Checking FortiManager events on page 21](#).

To upgrade firmware using an image downloaded from the Customer Service & Support portal:

1. In *System Settings > Advanced > Advanced Settings*, enable *Offline Mode*.
Offline mode stops automatic firmware updates during the upgrade.
2. Go to *System Settings > Dashboard*.
3. In the *System Information* widget, go to the *Firmware Version* field, and click the *Upgrade Firmware* icon.
4. In the *Firmware Upload* dialog box, click *Browse* to locate the firmware package (.out file) that you downloaded from the [Customer Service & Support](#) portal, and click *Open*.
5. Click *OK*.
The firmware image is uploaded. When the upgrade completes, a message confirms a successful upgrade.

It is recommended to view the console log output during upgrade. See [Checking FortiManager log output on page 20](#).

6. When the login window displays, log into FortiManager.



When the upgrade completes, you might have to refresh your web browser to see the login window.

7. In *System Settings > Advanced > Advanced Settings*, disable *Offline Mode*.
8. Review the *System Settings > Event Log* for any additional errors. See [Checking FortiManager events on page 21](#).



Optionally, you can upgrade firmware stored on an FTP or TFTP server using the following CLI command:

```
execute restore image {ftp | tftp} <file path to server> <IP of server>  
                        <username on server> <password>
```

For more information, see the *FortiManager CLI Reference*.

Upgrading the firmware for an operating cluster

You can upgrade the firmware of an operating cluster using the GUI or CLI of the primary unit.

Similar to upgrading the firmware of a standalone unit, normal operations are temporarily interrupted during the cluster firmware upgrade. Therefore, you should upgrade the firmware during a maintenance window.

To upgrade an HA cluster:

1. Log into the GUI of the primary unit using the `admin` administrator account.
2. Upgrade the primary unit firmware. The upgrade is automatically synchronized between the primary device and backup devices.

It is recommended to view the console log output during upgrade. See [Checking FortiManager log output on page 20](#).



Administrators may not be able to connect to the GUI until the upgrade synchronization process is completed. During the upgrade, SSH or telnet connections to the CLI may also be slow. You can still use the console to connect to the CLI of the primary device.

Checking FortiManager log output

While upgrading a FortiManager unit, use the console to check the log output in real-time. Check for any errors or warnings.

Following is a sample console output with warnings or errors you might encounter during an upgrade:

```
Please stand by while rebooting the system.
Restarting system.
Serial number:FMG-VM0A11000137
Upgrading sample reports...Done.
Upgrading geography IP data...Done.
rebuilding log database (log storage upgrade)...
Prepare log data for SQL database rebuild...Done.
Global DB running version is 222, built-in DB schema version is 432
.....
upgrading device ssl-vpn flags...done
upgrading scripts ...
Invalid schedule. The device 10160520 does not belong to script 136's adom
Invalid schedule. The device 33933609 does not belong to script 46's adom
Invalid schedule. The device 10515974 does not belong to script 46's adom
.....
Invalid schedule. The device 1709397 does not belong to script 46's adom
Invalid schedule. The device 1709397 does not belong to script 46's adom
Invalid schedule. The device 1407292 does not belong to script 46's adom
upgrading scripts ... done
upgrading script log ...
Failed to upgrade some script logs. Please use "diagnose debug backup-oldformat-script-logs"
to upload the failed logs into a ftp server
upgrading script log ... done
Upgrading adom vpn certificate ca ...
.....
Finish check-upgrade-objects [32923/49325]
Upgrade all DB version ...
Global DB running version is upgraded to 432
Database upgrade finished, using 846m11s
```

Checking FortiManager events

After upgrading, it is recommended to check all messages logged to the FortiManager Event Log. If you find any errors, you can fix the errors before continuing.

Following is an example of messages in the FortiManager Event Log:

Date Time	Level	User	Sub Type	Message
2017-09-20 11:37:21	notice		System manager event	Upgrade all DB version ...
2017-09-20 11:37:21	notice		System manager event	Upgrading: Repair DVM device groups os_type
2017-09-20 11:37:21	notice		System manager event	Upgrading: System Template SNMP upgrade
2017-09-20 11:37:21	notice		System manager event	Finished, used 0m39s!
2017-09-20 11:36:42	notice		System manager event	Upgrading: Refresh controller license count (for 5.6.0)
2017-09-20 11:36:42	notice		System manager event	Upgrading: Dual mode support for VPN Manager
2017-09-20 11:36:42	notice		System manager event	Upgrading: ADOM wtpid
2017-09-20 11:36:42	notice		System manager event	Widget setting changed for Template default in ADOM 7_CMX_Chile
2017-09-20 11:36:41	notice		System manager event	Upgrading: System Template widgets...
2017-09-20 11:36:41	notice		System manager event	Deleting adomdb max_policy_id ...

Downgrading to previous firmware versions

FortiManager does not provide a full downgrade path. You can downgrade to a previous firmware release using the GUI or CLI, but this causes configuration loss. A system reset is required after the firmware downgrade. To reset the system, use the following CLI commands via a console port connection:

```
execute reset {all-settings | all-except-ip}  
execute format {disk | disk-ext4 | disk-ext3}
```

Verifying FortiManager Upgrade Success

Once the upgrade is complete, check the FortiManager unit to ensure that the upgrade was successful. This section describes items you should check.

This section contains the following topics:

- [Checking Alert Message Console and notifications on page 23](#)
- [Checking managed devices on page 23](#)
- [Previewing changes for a policy package installation on page 24](#)

Checking Alert Message Console and notifications

After the FortiManager upgrade completes, check the *Alert Message Console* and list of notifications for any messages that might indicate problems with the upgrade.

- In *System Settings > Dashboard*, check the *Alert Message Console* widget.
- Click the Notification icon and review any notifications.

For information on accessing system settings, see [Reviewing FortiManager System Settings on page 15](#).

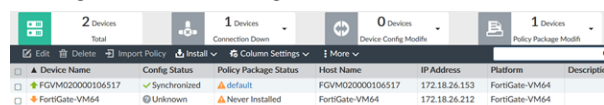
Checking managed devices

After the FortiManager upgrade completes, check the managed devices in the GUI.

To check managed devices:

1. Refresh the browser and log back into the device GUI.
2. Go to *Device Manager*, and ensure that all formerly added devices are still listed.
3. In *Device Manager*, select each ADOM and ensure that managed devices reflect the appropriate connectivity state.

Following is an example of the quick status bar in *Device Manager* where you can check the connectivity status of managed devices. It might take some time for FortiManager to establish connectivity after the upgrade.



Device Name	Config Status	Policy Package Status	Host Name	IP Address	Platform	Description
FGVM020000106517	Synchronized	default	FGVM020000106517	172.18.26.153	FortiGate-VM64	
FortiGate-VM64	Unknown	Never Installed	FortiGate-VM64	172.18.26.212	FortiGate-VM64	

4. Launch other functional modules and make sure they work properly.
See [Previewing changes for a policy package installation on page 24](#).

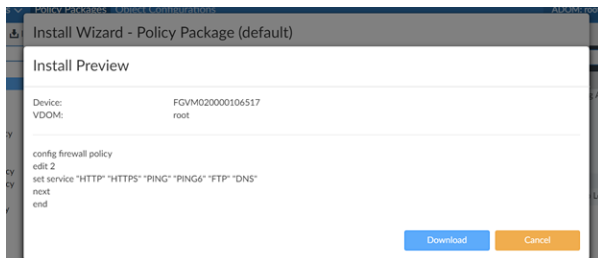
Previewing changes for a policy package installation

The first time that you install a policy package after the upgrade, use the Install Preview feature to ensure that only the desired changes will be installed to the device.



The policy package must include a change to use the Install Preview feature.

Following is an example of the Install Preview pane:



FortiManager Firmware Upgrade Paths and Supported Models

For information about FortiManager support for FortiOS, see the FortiManager Compatibility chart in the Document Library at <https://docs.fortinet.com/product/fortimanager/6.4>.

Before upgrading your device, see details in the applicable releases notes.

Firmware Version	Build Number	Upgrade From
6.4.3	2201	6.4.0-6.4.2 6.2.0-6.2.3, 6.2.5-6.2.6
Supported FortiManager models: FMG-200F, FMG-300E, FMG-300F, FMG-400E, FMG-1000F, FMG-2000E, FMG-3000F, FMG-3700F, FMG-3900E, FMG-4000E. Supported FortiManager VMs: FMG-VM64, FMG-VM64-Ali, FMG-VM64-AWS, FMG-VM64-AWSOnDemand, FMG-VM64-Azure, FMG-VM64-GCP, FMG-VM64-HV (including Hyper-V 2016), FMG-VM64-KVM, FMG-VM64-OPC and FMG-VM64-XEN (for both Citrix and Open Source Xen). Note: FortiManager 6.4.3 does not support ADOM versions 5.6 and earlier. FortiManager 6.4.3 supports only ADOM versions 6.0, 6.2, and 6.4.		
6.4.2	2122	6.4.0-6.4.1 6.2.0-6.2.3, 6.2.5-6.2.6
Supported FortiManager models: FMG-200F, FMG-300E, FMG-300F, FMG-400E, FMG-1000F, FMG-2000E, FMG-3000F, FMG-3700F, FMG-3900E, FMG-4000E. Supported FortiManager VMs: FMG-VM64, FMG-VM64-Ali, FMG-VM64-AWS, FMG-VM64-AWSOnDemand, FMG-VM64-Azure, FMG-VM64-GCP, FMG-VM64-HV (including Hyper-V 2016), FMG-VM64-KVM, FMG-VM64-OPC and FMG-VM64-XEN (for both Citrix and Open Source Xen). Note: FortiManager 6.4.2 does not support ADOM versions 5.6 and earlier. FortiManager 6.4.2 supports only ADOM versions 6.0, 6.2, and 6.4.		
6.4.1	2072	6.4.0 6.2.0-6.2.3, 6.2.5
Supported FortiManager models: FMG-200F, FMG-300E, FMG-300F, FMG-400E, FMG-1000F, FMG-2000E, FMG-3000F, FMG-3700F, FMG-3900E, FMG-4000E. Supported FortiManager VMs: FMG-VM64, FMG-VM64-Ali, FMG-VM64-AWS, FMG-VM64-AWSOnDemand, FMG-VM64-Azure, FMG-VM64-GCP, FMG-VM64-HV (including Hyper-V 2016), FMG-VM64-KVM, FMG-VM64-OPC and FMG-VM64-XEN (for both Citrix and Open Source Xen). Note: FortiManager 6.4.1 does not support ADOM versions 5.6 and earlier. FortiManager 6.4.1 supports only ADOM versions 6.0, 6.2, and 6.4.		
6.4.0	2002	6.2.0-6.2.3
Supported FortiManager models: FMG-200F, FMG-300E, FMG-300F, FMG-400E, FMG-1000F, FMG-2000E, FMG-3000F, FMG-3700F, FMG-3900E, FMG-4000E.		

Firmware Version	Build Number	Upgrade From
Supported FortiManager VMs: FMG-VM64, FMG-VM64-Ali, FMG-VM64-AWS, FMG-VM64-AWSOnDemand, FMG-VM64-Azure, FMG-VM64-GCP, FMG-VM64-HV (including Hyper-V 2016), FMG-VM64-KVM, FMG-VM64-OPC and FMG-VM64-XEN (for both Citrix and Open Source Xen).		
Note: FortiManager 6.4.0 does not support ADOM versions 5.6 and earlier. FortiManager 6.4.0 supports only ADOM versions 6.0, 6.2, and 6.4.		
6.2.6	1349	6.2.0-6.2.3, 6.2.5 6.0.3-6.0.9
Supported FortiManager models: FMG-200D, FMG-200F, FMG-300E, FMG-300F, FMG-400E, FMG-1000F, FMG-2000E, FMG-3000F, FMG-3700F, FMG-3900E, FMG-4000E.		
Supported FortiManager VMs: FMG-MFGD; FMG-VM64, FMG-VM64-Ali, FMG-VM64-AWS, FMG-VM64-Azure, FMG-VM64-GCP, FMG-VM64-HV (including Hyper-V 2016), FMG-VM64-KVM, FMG-VM64-OPC and FMG-VM64-XEN (for both Citrix and Open Source Xen).		
Note: FortiManager 6.2.6 does not support ADOM version 5.2. FortiManager 6.2.6 supports only ADOM versions 5.4, 5.6, 6.0 and 6.2.		
6.2.5	1307	6.0.3-6.0.8
Supported FortiManager models: FMG-200D, FMG-200F, FMG-300E, FMG-300F, FMG-400E, FMG-1000F, FMG-2000E, FMG-3000F, FMG-3700F, FMG-3900E, FMG-4000E.		
Supported FortiManager VMs: FMG-MFGD, FMG-VM64, FMG-VM64-Ali, FMG-VM64-AWS, FMG-VM64-Azure, FMG-VM64-GCP, FMG-VM64-HV (including Hyper-V 2016), FMG-VM64-KVM, FMG-VM64-OPC and FMG-VM64-XEN (for both Citrix and Open Source Xen).		
Note: FortiManager 6.2.5 does not support ADOM version 5.2. FortiManager 6.2.5 supports only ADOM versions 5.4, 5.6, 6.0 and 6.2.		
6.2.3	1235	6.0.3-6.0.7
Supported FortiManager models: FMG-200D, FMG-200F, FMG-300E, FMG-300F, FMG-400E, FMG-1000F, FMG-2000E, FMG-3000F, FMG-3700F, FMG-3900E, FMG-4000E.		
Supported FortiManager VMs: FMG-MFGD, FMG-VM64, FMG-VM64-Ali, FMG-VM64-AWS, FMG-VM64-Azure, FMG-VM64-GCP, FMG-VM64-HV (including Hyper-V 2016), FMG-VM64-KVM, FMG-VM64-OPC and FMG-VM64-XEN (for both Citrix and Open Source Xen).		
Note: FortiManager 6.2.3 does not support ADOM version 5.2. FortiManager 6.2.3 supports only ADOM versions 5.4, 5.6, 6.0 and 6.2.		
6.2.2	1183	6.0.3-6.0.6
Supported FortiManager models: FMG-200D, FMG-200F, FMG-300E, FMG-300F, FMG-400E, FMG-1000F, FMG-2000E, FMG-3000F, FMG-3700F, FMG-3900E, FMG-4000E.		
Supported FortiManager VMs: FMG-MFGD; FMG-VM64, FMG-VM64-Ali, FMG-VM64-AWS, FMG-VM64-Azure, FMG-VM64-GCP, FMG-VM64-HV (including Hyper-V 2016), FMG-VM64-KVM, FMG-VM64-OPC and FMG-VM64-XEN (for both Citrix and Open Source Xen).		
Note: FortiManager 6.2.2 does not support ADOM version 5.2. FortiManager 6.2.2 supports only ADOM versions 5.4, 5.6, 6.0 and 6.2.		
6.2.1	1121	6.0.3-6.0.6

Firmware Version	Build Number	Upgrade From
<p>Supported FortiManager models: FMG-200D, FMG-200F, FMG-300E, FMG-300F, FMG-400E, FMG-1000F, FMG-2000E, FMG-3000F, FMG-3700F, FMG-3900E, FMG-4000E.</p> <p>Supported FortiManager VMs: FMG-MFGD; FMG-VM64, FMG-VM64-Ali, FMG-VM64-AWS, FMG-VM64-Azure, FMG-VM64-GCP, FMG-VM64-HV (including Hyper-V 2016), FMG-VM64-KVM, FMG-VM64-OPC and FMG-VM64-XEN (for both Citrix and Open Source Xen).</p> <p>Note: FortiManager 6.2.1 does not support ADOM version 5.2. FortiManager 6.2.1 supports only ADOM versions 5.4, 5.6, 6.0 and 6.2.</p>		
6.2.0	1050	6.0.3-6.0.5
<p>Supported FortiManager models: FMG-200F, FMG-300E, FMG-300F, FMG-400E, FMG-2000E, FMG-3000F, FMG-3700F, FMG-3900E, FMG-4000E.</p> <p>Supported FortiManager VMs: FMG-MFGD; FMG-VM64, FMG-VM64-Ali, FMG-VM64-AWS, FMG-VM64-Azure, FMG-VM64-GCP, FMG-VM64-HV (including Hyper-V 2016), FMG-VM64-KVM, FMG-VM64-OPC and FMG-VM64-XEN (for both Citrix and Open Source Xen).</p> <p>Note: FortiManager 6.2.0 does not support ADOM version 5.2. FortiManager 6.2.0 supports only ADOM versions 5.4, 5.6, 6.0 and 6.2.</p>		



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